

The Human Touch

Utah Department of
Human Services
120 N. 200 W.
Salt Lake City, 84103
801.538.4001
801.538.4016 Fax
hs.utah.gov



In This Issue:

1. A Community Comes Together for Youth p.2
2. Northern Region, DCFS p.3
3. Word of Mouse p.4
4. African Leaders Come to Utah p.5
5. Training p.8

And More!

Director's Message

Employee compensation is one of the most pressing issues at this year's legislative session. I am working hard to draw legislative attention to the great work done by DHS employees and the need to give us some funding for salary increases. Here is a portion of the speech I made to our appropriations subcommittee:

"The Department of Human Services performs some of the most sensitive and controversial work in government, protecting abused children, disabled adults, mentally ill teenagers, and many others. The responsible conduct of this business requires talented, committed, experienced employees who can make difficult judgment calls. They are often put in harm's way. We must appreciate them and pay them accordingly.

"With 5,096 employees, DHS is the largest state agency – more than twice as large as the next largest agencies: Department of Corrections at 2,297 employees and Department of Workforce Services at 1,846 employees. Our compensation does not compare well. DHS has a lower average years of service (8.62 years), higher turnover rate (14%), lower number of employees in longevity (1.5%) and lowest average rate of pay (\$15) when compared to the other large state agencies. DHS struggles to keep the talented workforce we need. High turnover imposes costs that are often not seen, such as costs of retraining, costs to pay overtime for other staff to cover vacancies, costs in federal funds when performance targets aren't met. New employees are not as productive as experienced employees in social services.

"Compression among DHS salary levels is intolerable. Experienced employees watch new employees get hired at the same rate they are being paid and leave for more pay. If the legislature will consider this discretionary salary increase recommended by the Governor, DHS is prepared to tell you some specific hot spots where it would be used. The Governor has recommended \$3.1 million for a 3.5% cost of living adjustment and \$2.2 million for a discretionary salary increase within DHS. We appreciate consideration of this important request."



Lisa-Michele Church
Executive Director

While I am doing everything I can to address DHS compensation issues, it always comes down to individual citizen involvement. Everyone has a responsibility to talk to local legislators and let them know of any issues that are important to them.

I would also like to mention Richard Anderson's retirement from DCFS after 33 years of public service. We will miss him greatly. There will not soon be another like him crossing our path, and it has been a privilege to work with him. Nevertheless, I am very proud of the new DCFS Director, Duane Betournay. Since I came to DHS two years ago I have been impressed with Duane. He is an open-minded, fair, caring leader who will do an excellent job at the Division.

During the session I have been extremely proud of the Directors and leaders in our organization. Mark Brasher testified on the hill before some very confrontational committees. Mark Payne met with leadership and made the case for mental health funding. Alan Ormsby wove his way through the many senior advocate groups to make sure that the important budget items were not missed. Duane Betournay met with legislators to explain the new Adam Walsh federal requirements for child placement. Dan Maldonado fought for his budget requests in a committee where many pressing needs compete for attention. George Kelner helped to get his innovative pilot programs some momentum while still advocating for the waiting list funding. It is wonderful to see it all come together. Thanks for all of you that are working behind the scenes to help us pull it off!



A Community Comes Together for Youth

Vickki Carver, Juvenile Justice Services

Ogden – Kids can play basketball at Archway Youth Service Center now. Community businesses and JJS employees got together to create the new full size court.

The new court replaces the small cement slab with one basketball hoop the kids tried to play on.

Donations came from Staker/Parsons for cement; the pump truck from Frontline Concrete's owner, Brett Johnston; and basketball standards for the hoops from Dan Kemp of Boman & Kemp Company. Then employees from Mill Creek, Paramount and Archway donated their time and labor to create a full court with 2 baskets.



The kids say, "Thank You!"



Connecting with ORS Today

Mike Tazelaar, ORS Deputy Director

Do you think of yourself as a leader? Or, do you let someone else do it?

Consider what Emmett C. Murphy wrote in "Leadership IQ."

"Every leader works and every worker leads," Murphy said.

If we want to be successful in the coming year, each of us needs to lead in our area of responsibility.

Murphy presents seven guiding principles for leaders:

1. Be an achiever
2. Be pragmatic
3. Practice strategic humility
4. Be customer-focused
5. Be committed
6. Be a learned optimist
7. Be responsible

In my review, what struck me most was the idea of synergy which is an interesting concept. Synergy occurs when a group of actions together achieve an effect of which each is individually incapable. In other words, when you combine certain events or people together you get a better result than you would have otherwise.

We are each a leader in our area of responsibility. Let's each ask ourselves what we can do to achieve synergy. Our mission is an important one that deserves our full commitment and focus to achieve our goals.

Here are key leadership insights from Murphy's book:

- Leadership can be learned.
- Say the right thing to the right people at the right time.
- When work leaders master the right roles, they achieve a synergistic kick.
- Obtain a clear picture of what work leaders and their associates do every day (e.g., where do you spend your time each day?)



The Human Touch

Northern Region, DCFS Passes Case Review!

Carol Baumann, Regional Director, Division of Child and Family Services

Ogden – Children are safer than ever and more families are able to stay together because of the incredible work done by workers in the Division of Child and Family Services' Northern Region who just passed their annual quality case reviews with flying colors. Twenty-four cases were surveyed.

Families who received help during the year and community partners said people received excellent services. Results also showed workers they're making a positive difference in families lives.

The results are no accident. Employees started planning how to improve test scores nearly a year ago. Since the tests look at how well teams work together with families, assess problems and plan how to solve them, DCFS decided to apply the same principles to achieving good results.

A team of 12 mentors began reviewing all foster care and home-based cases – that's about 950 cases! They spent the next three months meeting with caseworkers and supervisors to go over each case. Supervisors and caseworkers followed up on recommended improvements.

Next, 1,212 child protective services, or child abuse cases, were reviewed. It was a huge project as mentors sat with caseworkers and reviewed the documentation on each case. Caseworkers made corrections and additions when appropriate.

Twenty-four cases for the official January review were chosen last December.

Instead of dread and groans, caseworkers selected for review were given a party, balloons, gifts and a parade.

"Imagine . . . Believe . . . Achieve," was chosen as the review's theme. Mentors and caseworkers did just that for the next seven weeks.

Mentors met with each caseworker, listened to each case story, reviewed documentation, and participated in child and family team meetings. Most importantly, they helped caseworkers see the strengths of their casework and feel positive about the work they did.

The mentors, caseworkers, support staff and managers practiced teaming, assessing and planning amongst themselves daily. Those principals are not only successful when used for casework with clients – they are successful with staff teams too.

The weeklong review began Jan. 22. Reviewer's interviewed all people involved in cases, including the child, family members, therapists, attorneys, foster parents, and others and carefully reviewed all documentation. Each case was scored to rate the child's well-being and system performance.

All the work, all the energy, all the preparations paid off. Northern Region passed with flying colors!

We danced and sang with much joy. This meant much more than passing a test. It is knowing children and families receive high-quality services. It is knowing family teams assess strengths and needs and appropriate plans are created and implemented. It is knowing children's health care and emotional needs are met. It is knowing children find permanent homes and stability. It is knowing the families impacted by DCFS report a 96 percent satisfaction rate.

For those who were part of the journey – it is knowing that the work done by incredible caseworkers, support staff and supervisors is recognized and respected. It is being part of a region coming together – stepping up – helping out – and moving forward.

Everyone in the region helped our workers win. Everyone is part of the success.

Together Northern Region *"Imagine – Believed and Achieved!"*



Imagine . . . Believe . . . Achieve



The Human Touch

Postcards – “Wish you were here!”

This month's questions:

What's your favorite winter activity? What was your job before coming to Human Services? What's your favorite quote?

From:

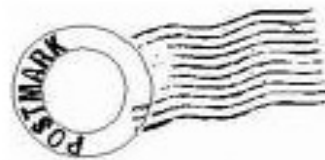
Angela Morrill

Richfield, Caseworker, DCFS

On winter activity – “Hands down is sledding with my boys.”

On prior job - Clinical social worker doing crisis intervention in hospital ER.

On quote – “Nothing tears a family apart like a pack of hungry wolves.” Jack Handy



To:

All the great folks in DHS!

Want to see your new co-worker featured? You can email their name to: DLRussell@utah.gov

Word of Mouse

DHS Training Calendars:

www.hstraining.utah.gov

Interested in learning about other training and conferences? Visit the department training website, www.hstraining.utah.gov.

The website details calendars for division specific training, general human resource training and in-state department supported conferences.

Are you aware of a training or conference that we don't have listed? If so, please notify Elizabeth Sollis:

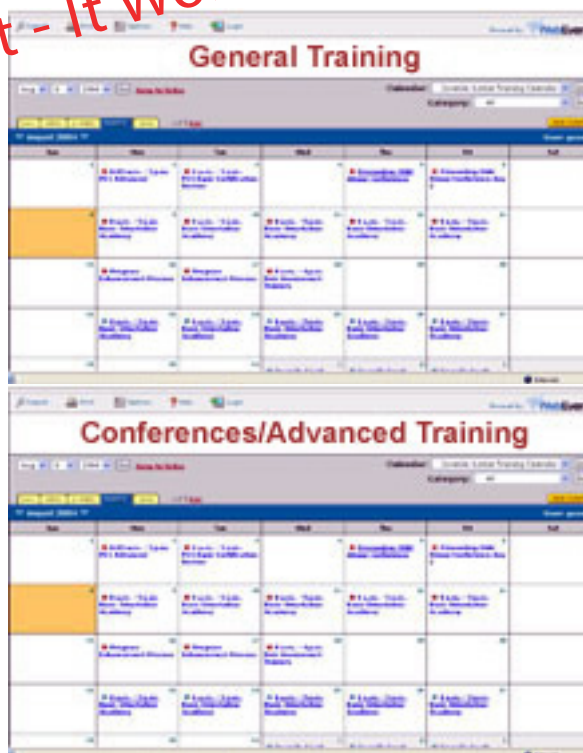
esollis@utah.gov

801-538-4275.

You may also submit events online on the training calendars:

www.hstraining.utah.gov

Try It - It Works!!!





The Human Touch

African Leaders Come to Utah

Donna L. Russell, Executive Director's Office

Leaders from six African countries came to Salt Lake City this month to learn about Utah's legal and social service system.

The Utah Council for Citizen Diplomacy coordinated the African's visit with representatives of:

Alternative Dispute Resolution Center

Disability Law Center

Division of Services for People with Disabilities

Division of Juvenile Justice Services

Attorney General's Office - Child Protection Division

Third District Court - Judge Valdez

Mental Health Court to observe a session

"Thank you so much for being a part of this interesting program. The visitors really enjoyed all of their meetings and were grateful for everyone's expertise and time." Said Samantha Park, Program Director, UCCD.

Learn more: www.utahdiplomacy.org



Nominations Now Open for State Manager and Employee of the Year Awards

Now's your chance to nominate a fellow employee or manager. Do you know a co-worker or manager that is exceptional? Here's the opportunity to tell their story. The Department of Human Resources honors one Manager and Employee of the Year in this annual event.

The nomination criteria and forms are available at <http://www.dhrm.utah.gov>

Important Note: Manager of the Year nominations for DHS managers must be submitted no later than **5:00 PM - March 15, 2007** to Rosanne Ricks, rricks@utah.gov.

Employee of the Year nominations go directly to Department of Human Resource Management no later than **5:00 PM - March 31, 2007**.

Contact person is Sharon Ford: sfoard@utah.gov

Questions? Call Donna L. Russell, 801/538-4608 or dlrussell@utah.gov. I'm happy to help.

FYI – You will have another opportunity to nominate outstanding employees during the Department of Human Services, Executive Director's Awards coming in summer 2007.



Reader's Respond to January's Human Touch – Thanks!

"That was a fun newsletter, good job."

Joanne Lyman – Blanding, DCFS

"Each edition of the Human Touch gets better. I enjoy reading about what is happening."

Beverly Macfarlane - Salt Lake City, OFO

Congratulations to Richard Anderson!

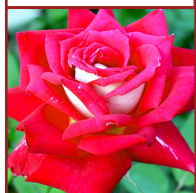


February Edition

The Human Touch



33 Years of Service
Celebrated February 9th



The Human Touch

Did You Know...



There are 1440 minutes in the day.
Schedule 30 minutes (2%) for exercise.

"Many of life's failures are experienced by people who did not realize how close they were to success when they gave up."

- Thomas Edison



Travel News You Can Use

When you travel on state business, the time may come when you need quick help and information from state travel office.

Contact Numbers to Clip and Save:

Emergency Line during Business Hours, 8am to 5 pm, Monday through Friday **801/537-9124.**

In-State Toll Free During Business Hours, 8 am to 5 pm, Monday through Friday **800/358-1019**

After Hours Emergency Hotline, Minimum \$8.75 per call **866/489-9834**

More information from state travel - www.finance.utah.gov.

Training Tidbits



You don't understand anything until you learn it more than one way.

- Marvin Minsky

Looking to expand your knowledge? Below are upcoming training opportunities supported by the department:

Utah Mental Health Counselors Association Annual Conference

March 16, 2007

University of Phoenix

Salt Lake City, Utah

For more information about the conference or joining UMHCA, contact Dean Workman, dworkman@sisna.com. Note: Registration fees apply and 5 CEUs are available.

Family Links Conferences 2007 - Southeast

March 24, 2007

Monument Valley, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160, jackie@utahparentcenter.org or visit www.utahparentcenter.org. Note: Registration fees apply.

Utah Correctional Association Annual Spring Conference

March 25-28, 2007

Holiday Inn Conference Center

St. George, Utah

For additional/registration information contact Jennifer Bartell, 801-261-6464, jkbartell@utah.gov. Note: Registration fees apply (early registration ends 2/25/07).

Family Links Conferences 2007 - North

April 13-14, 2007

Sandy, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160, jackie@utahparentcenter.org or visit www.utahparentcenter.org. Note: Registration fees apply.

Generations Conference

April 19-20, 2007

Salt Lake City Hilton City Center

Salt Lake City, Utah

For additional/registration information contact Tia Korologos at ESI Management Group, 801-501-9446, tia_esimgt@msn.com. Note: Registration fees apply.

Annual Crime Victims Conference: The Power of One. The Strength of Many.

April 26-27, 2007

South Towne Exposition Center

Sandy, Utah

For additional/registration information contact Jennifer Menteer, jmenteer@utah.gov, 801-238-2360. Note: Registration fees apply.

Family Links Conferences 2007 - Southwest

April 27-28, 2007

St. George, Utah

For additional/registration information contact Jackie Pierce, 801-272-1051, 800-468-1160, jackie@utahparentcenter.org or visit www.utahparentcenter.org. Note: Registration fees apply.

School on Alcoholism and Other Drug Dependencies

June 24-29, 2007

University of Utah

Salt Lake City, Utah

For additional/registration information contact Susan Langston, 801-538-4343, slangston@utah.gov. Note: Registration fees apply; partial scholarships are available.



**Published by
Utah Dept. of
Human
Services
Lisa-Michele
Church, Exec-
utive Director**

**Edited by
Donna L.
Russell**

**Layout by
Rich Rayl &
Jared Sweeten
120 N 200 W
SLC, UT 84103**